

SC Customer Information Advisory Group (CIAG) **Meeting Summary** **January 9, 2002**

Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Request re IMSC External Review (Rasar)
- ?? Support Center (Baker)
- ?? December Performance Measures (Griffin)
- ?? Strategic Plan Project Team (Griffin)
- ?? Update on Chief Information Officer (CIO) Consolidation (Yockman)

Action Items

Previous Action Times	Status
Review and confirm deletion of expired accounts.	J. Beall pursuing this issue with Administrative Officers. No further action required by CIAG.
Sort list of expired accounts by organization and send to CIAG members.	No longer necessary. Action closed. (See above.)
Change the SCSC service hours beginning January 2, 2002, from 7:00 a.m. until 6:00 p.m. and notify customers via e-mail.	Complete
Institute Support Center procedures whereby the requests requiring more than 8 hours, the costs will be itemized, and charged to Ad Hoc Hardware/Software Review & Acquisition.	Complete
Review SC IM Principles, and give provide suggested changes to Ted Griffin by December 26, 2001.	Complete. Will be presented to the IM Board this month.
Send notes from December 4 Electronic Information Management (EIM) expanded Reference Group meeting to CIAG members for their information.	Complete
Brief the CIAG again on FTP IDs and passwords before implementing the change.	Complete. Discussion on today's agenda

New Actions from the January 9 Meeting	Assigned To
Coordinate with CIAG members and provide the names of 2-3 customers to Kimberly Rasar to participate in the IMSC External Review	D. Oyler
Distribute e-mail explaining the new password and ID procedures for the anonymous FTP site	B. Baker
Add discussion of flexi-place workstation costs to CIAG agenda in January.	P. Rice
Discuss with Mr. Valdez the possibility of an SC nomination for the IM Quality Awards, which are presented annually by the DOE CIO. The deadline for nominations is January 18, 2002.	S. Buswell

IMSC External Review – K. Rasar

The external review of the Information Management for the Office of Science (IMSC) system and process is scheduled for January 29-31, 2002 at the Stanley Associates Headquarters building in Alexandria, Virginia. This “white hat” review will include SC-65 presentations and strategic, technical, and management parallel sessions.

Reviewers would like several customers of the system and process, including representatives from the IM Board and the CIAG, to be available on day 2 of the review to answer questions, raise issues, and discuss IMSC. The CIAG agreed to this request; and Dean Oyler is taking the lead on finding customer representatives for the review and providing this information to Kimberly Rasar.

Support Center – B. Baker

Baker reviewed the Exchange User list and noted the new Support Center hours (7:00 a.m. to 6:00 p.m.).

Scheduled maintenance is planned for Sunday, January 13, 2002. During that maintenance period, changes will be made to the FTP server. As discussed at the prior CIAG meeting, an ID and password will now be required for the FTP server to prevent unauthorized use. The ID will be required for posting and retrieving information from this site. Users must call the SC Support Center to obtain the ID and password, which must also be provided to those delivering information to the site.

An e-mail explaining the new procedure will be distributed before the change takes place.

December Performance Measures – T. Griffin

Ted Griffin reviewed the December performance measures. The percentage of calls resolved within 4 hours increased from 77 to 79 percent and the average response time decreased from 20 hours in FY 2001 to only 5.5 hours in December. Customers continue to receive a phone analyst within 30 seconds 100 percent of the time, e-mail was available 100 percent of the time, and customer satisfaction remains at 83 percent. A plan is in place to increase training, which will also help increase customer satisfaction.

The quality service SC provides has not gone unnoticed. During a recent presentation to the Data Management Association (DAMA) National Capital Region, Griffin was approached by a representative from the Department of Agriculture. E-mail at Agriculture goes down on a daily basis, computers need to be rebooted several times per day, and there is no central provisioning or identification of IM services. They would like help on how to provide and improve their IM services.

Strategic Plan Project Team – T. Griffin

The Principles are complete and work is beginning on the other components. The Strategic Plan Project team is being established to improve the development of the plan by including representatives from all SC-65 functional areas at the beginning of the process. In addition, the Strategic Plan will include better descriptions of where the infrastructure is headed.

CIO Consolidation – D. Yockman

A briefing package was developed on this project and anyone who is interested in it should contact Yockman. The new CIO was scheduled to be in place mid-January; this has been delayed and this has significantly impacted this project.

Proposed 1/16/2002 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? Flexi-place Workstation Costs

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Rice–Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Flynn	Kelly	SC-65	3-3193
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-3613
Hiegel	Jane	SC-31	3-5800
Hirsch	Roland	SC-73	3-9009
Oyler	Dean	SC-22	3-6394
Rasar	Kimberly	SC-31	3-9617
Yockman	Dick	SC-65	3-3394